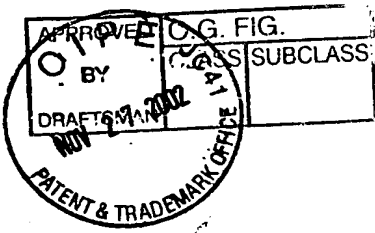Applicant: Casciano et al. S.N. 09/681,408 Atty. Dkt. No.: 17? ?0039
Title: METHODS AND SYSTEMS FOR IMPLEMENTING A PROFITABILITY
MODEL
Daniel M. Fitzgerald, Armstrong Teasdale LLP
One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

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4 — Identify Workload Drivers and Trigger Levels for the Workload Drivers

6 — Rank Relative Importance of Identified Workload Drivers using Weights Assigned to Trigger Levels

8 — Allocate Portfolio and Underwriting Expenses Based on Workload Driver Importance, Trigger Ratings and Deal Sample Responses
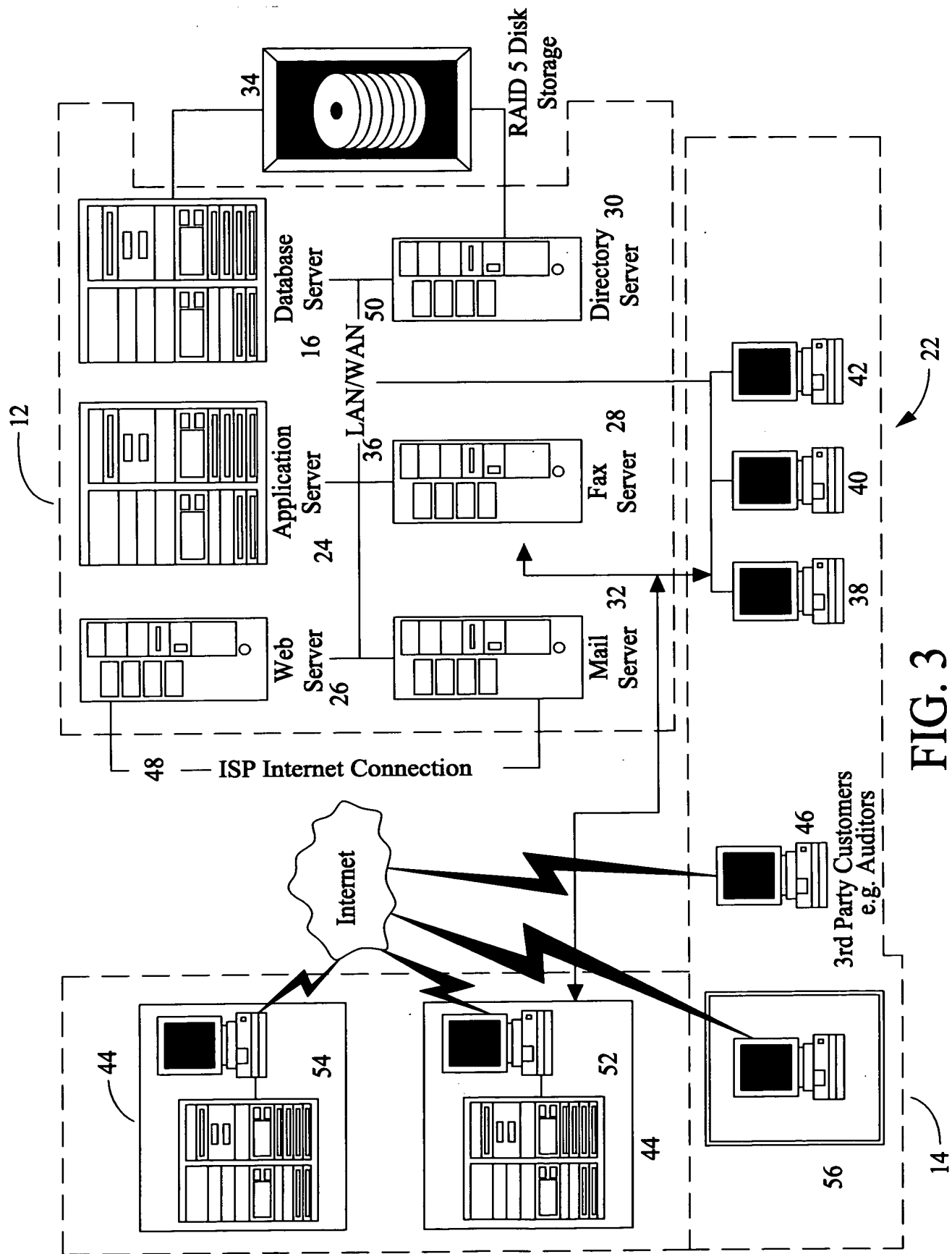
2

FIG. 1

Applicant: Casciano et al. S.N. 09/681,408   Atty. Dkt. No.: 1   00039
Title: METHODS AND SYSTEMS FOR IMPLEMENTING A PROFITABILITY
MODEL
Daniel M. Fitzgerald, Armstrong Teasdale LLP
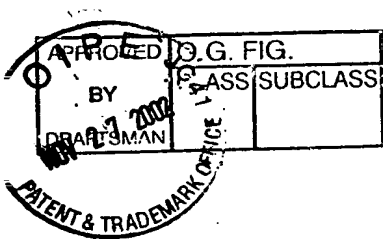One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

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FIG. 2

Applicant: Casciano et al. S.N. 09/681,408 Atty. Dkt. No.: 17▮▮▮0039
Title: METHODS AND SYSTEMS FOR IMPLEMENTING A PROFITABILITY
MODEL
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FIG. 3

Applicant: Casciano et al. S.N. 09/681,408   Atty. Dkt. No.: 17243-00039
Title: METHODS AND SYSTEMS FOR IMPLEMENTING A PROFITABILITY
MODEL
Daniel M. Fitzgerald, Armstrong Teasdale LLP
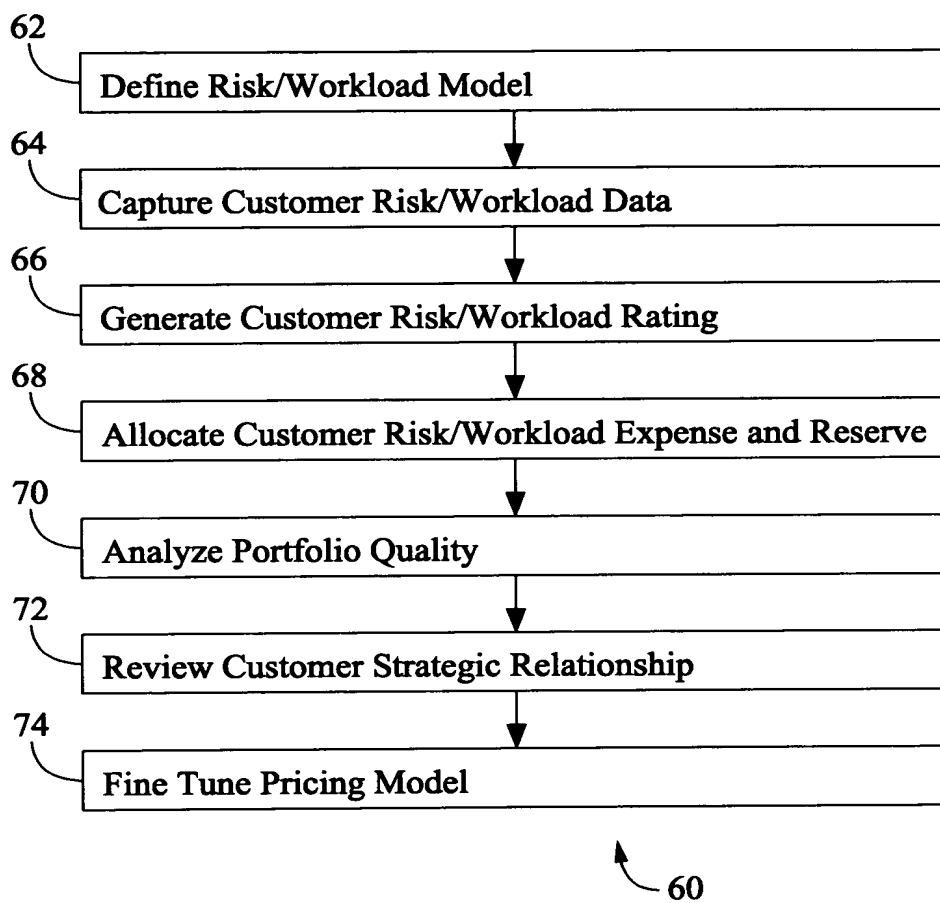One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

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62
Define Risk/Workload Model

64
Capture Customer Risk/Workload Data

66
Generate Customer Risk/Workload Rating

68
Allocate Customer Risk/Workload Expense and Reserve

70
Analyze Portfolio Quality

72
Review Customer Strategic Relationship

74
Fine Tune Pricing Model

60

FIG. 4

Applicant: Casciano et al. S.N. 09/681,408   Atty. Dkt. No.: 1724   039
Title: METHODS AND SYSTEMS FOR IMPLEMENTING A PROFITABILITY
MODEL
Daniel M. Fitzgerald, Armstrong Teasdale LLP
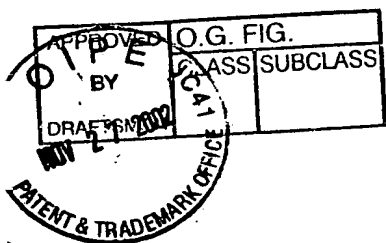One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

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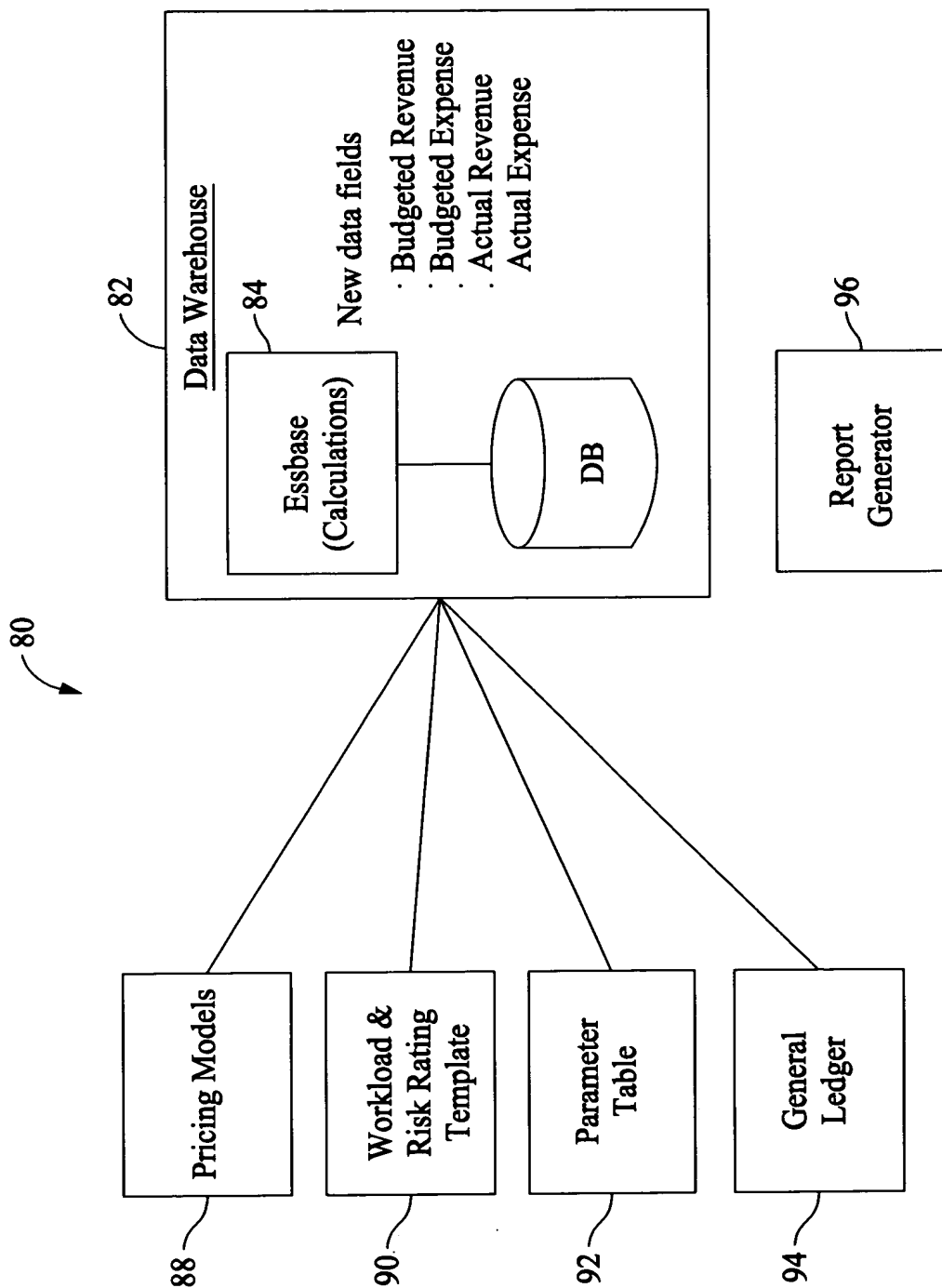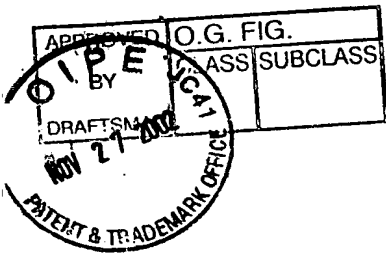**Data Warehouse** — 82

84

Essbase
(Calculations)

DB

New data fields

· Budgeted Revenue
· Budgeted Expense
· Actual Revenue
· Actual Expense

80

88 — Pricing Models

90 — Workload &
Risk Rating
Template

92 — Parameter
Table

94 — General
Ledger

96 — Report
Generator

FIG. 5

Applicant: Casciano et al. S.N. 09/681,408 Atty. Dkt. No.: 172●●039
Title: METHODS AND SYSTEMS FOR IMPLEMENTING A PROFITABILITY
MODEL
Daniel M. Fitzgerald, Armstrong Teasdale LLP
One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

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DEAL WORKLOAD DRIVER INPUTS

CUSTOMER	Customer Name
REGION	
SALES / PORTFOLIO REP	
U.S. or Canadian Deal	US	Select "US" (for U.S. Tax Rate) or "C" (for Canadian Tax Rate).
Cross-Sell Deal	No	If "Yes" for Cross-Sell Deal, Select Cross-Sell Source; If "No" Leave Blank.
Cross-Sell Source	

Required Inputs: (Select Inputs From Drop Down Menus - All 11 Must be Completed)

1) What is the collateral performance? _____

2) What is the excess availability after trade clean-up? _____

3) Are the books & records (systems & processes) adequate? _____

4) What is the risk classification? _____

5) How many agings are in the borrowing base? _____

6) What is the frequency of borrowing? _____

7) What is the frequency of borrowing base reporting? _____
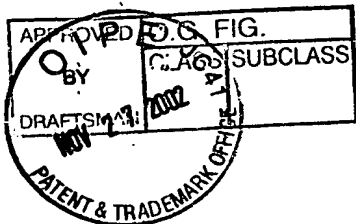
8) Is it a co-borrower structure? _____

9) What is the fixed charge coverage? _____

10) Is this a 1st time ABL borrower? (i.e., level of mgmt experience) _____

11) Is there an EX-IM bank guarantee? _____

FIG. 6

Applicant: Casciano et al. S.N. 09/681,408 Atty. Dkt. No.: 1724039
Title: METHODS AND SYSTEMS FOR IMPLEMENTING A PROBABILITY MODEL
Daniel M. Fitzgerald, Armstrong Teasdale LLP
One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

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CUSTOMER	Customer Name
REGION	0
SALES/PORTFOLIO	0
CASE	Total Deal Inputs
U.S. or Canadian Deal	

Deal Category	ABL
KMV Rating	Valid Inputs: AAA, AA, A, BBB, BB, B, CCC, CC, C, or D
Portfolio Rollover	Valid Inputs: No or Yes

If "C", Must Convert All Inputs To US Dollars Using Current Exchange Rate

If you have a question, please call: Val Bernardi 8*228-8548

The information entered on this INPUT TAB will flow automatically into TAB's 1-4 of the model. Enter the Commitment amounts, outstanding and amortization on a total deal basis. Then enter the CF total hold amount in cell C25. The model will automatically calculate the exact CF percentage assuming the hold amount is on a pro-rata basis for all the deal tranches. If the deal is not pro-rata you will need to override the formulas in the CF percentage column and enter the actual percentage to be held for each deal tranche.

	Commitment Amount	CF Percentage %	Term (Months)	Index	Index Rate	Adder	Fixed (F)/Variable (V)
REVOLVER (Less L/Cs)	0	0.00%	0	CP	0.00%	0.00%	V
TERM A	0	0.00%	0	CP	0.00%	0.00%	V
TERM B	0	0.00%	0	CP	0.00%	0.00%	V
TERM C	0	0.00%	0	CP	0.00%	0.00%	V
TERM D	0	0.00%	0	CP	0.00%	0.00%	V
CAPEX	0	0.00%	0				
360 Day Adder							
L/C FACILITY	Y	0	0.00%	0	0	0.00%	0.00%
PREFERRED STOCK	0	0			Rate: 0.00%	Coupon: 0.00%	

PREFERRED STOCK   0 *Do not include any Preferred Stock in this CF hold amount since the model assumes it will all be held by CF*

FEES
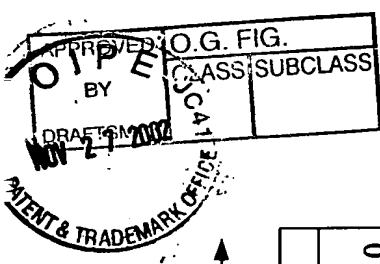
	Revolver	Term A	Term B	Term C	Term D	CAPEX	Pref Stock	L/Cs
Commitment Fee	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Closing Fee	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Unused Line Fee	0.00%					0.00%		
Audit Fees Recovered (Y/N)	Y							
Legal Expense	0	Month	0					
Annual Fees	0	Month	0					
One Time Payments	0	Month	0					
Collection Days	0	Avg Annual Collections	0					

120

Fig. 7B

Fig. 7C ⟶

FIG. 7A

Applicant: Casciano et al. S.N. 09/681,408 Atty. Dkt. No.: 17242-00039
Title: METHODS AND SYSTEMS FOR IMPLEMENTING A PROFITABILITY MODEL
Daniel M. Fitzgerald, Armstrong Teasdale LLP
One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

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Fig. 7C →

Fig. 7A

120 →

AVERAGE OUTSTANDING

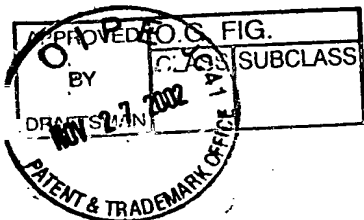|	YR. 1	YR. 2	YR. 3	YR. 4	YR. 5	YR. 6	YR. 7	YR. 8
REVOLVER	0	0	0	0	0	0	0	0
L/C	0	0	0	0	0	0	0	0
CAPEX	0	0	0	0	0	0	0	0

AMORTIZATION SCHEDULE

Frequency: Monthly *Amort for the Preferred Stock investment will automatically be entered as a bullet maturity. Manually change if necessary*
(Monthly, Quarterly, Biannual, Annual)

	YR. 1	YR. 2	YR. 3	YR. 4	YR. 5	YR. 6	YR. 7	YR. 8
TERM A	0	0	0	0	0	0	0	0
TERM B	0	0	0	0	0	0	0	0
TERM C	0	0	0	0	0	0	0	0
TERM D	0	0	0	0	0	0	0	0
PREFERRED STOCK								

The outplacement amounts below are automatically calculated assuming CF is agenting the deal. If the deal is a participation transaction then the amounts in the "Amount Placed" column will need to be replaced with zeros. The Fee Rake and Fee Skim percentages must always be entered manually.

OUTPLACEMENT ASSUMPTIONS

	Amount Placed	Fee Rake	Rate Skim
REVOLVER (Less L/Cs)	0	0.00%	0.00%
TERM A	0	0.00%	0.00%
TERM B	0	0.00%	0.00%
TERM C	0	0.00%	0.00%
TERM D	0	0.00%	0.00%
CAPEX	0	0.00%	0.00%
L/C FACILITY	0	0.00%	0.00%

Note:
Fee Rake = CF's Skim on the Closing/Commitment Fee
Rate Skim = CF's Skim on the Adder

FIG. 7B

Appl: Casciano et al. S.N. 09/681,408 Atty. Dkt. No.: 1724●039
Title: METHODS AND SYSTEMS FOR IMPLEMENTING A PROBABILITY
MODEL
Daniel M. Fitzgerald, Armstrong Teasdale LLP
One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

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Fig. 7A

Alternate Pricing #1		Alternate Pricing #2	
Index	Adder	Index	Adder
CP	0.00%	CP	0.00%
CP	0.00%	CP	0.00%
CP	0.00%	CP	0.00%
CP	0.00%	CP	0.00%
CP	0.00%	CP	0.00%
CP	0.00%	CP	0.00%

| INPUT Rates (from WSJ)		Section In WSJ you will find rates:
US Prime	0.00%	WSJ-Money Rates/Prime Rate
LIBOR	0.00%	WSJ-Money Rates/One Month Rate
CP	0.00%	WSJ-Money Rates/30 Day - H15 CP Rate
U.S. Treasury (*)	0.00%	WSJ-Bond Market Data Bank - Yields
Canadian Prime	0.00%	WSJ-Money Rates/Foreign Prime Rates
Canadian BA(**) (From Fin		

(*) To enter a Fixed Rate tranche of debt into the model:

-Input "Treasury" In the Index column
-Look up in the WSJ the current yield on U.S. Treasury Notes whose maturity
is the closest to the maturity (or avg. life) of the fixed tranche of debt.
-Update the GECC Money Cost rates in calls V12 thru V21

Since the return on Preferred Stock is fixed, you must update the GECC Money Cost rates.

(**) For CDBA deduct 10Bpt from the Money cost rate

Fig. 7B
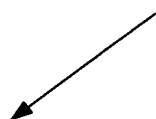
A "Call Finance" message in this
area means the amortization
amounts entered do not add up
to the total commitment. Ignore
only if the remaining amount is
assumed to be a bullet payment
due at the end of term or if the
full commitment amount is a
bullet payment. If the total
commitment has only one term loan
and it is a bullet payment, change
the amortization frequency to
"Annual" and input the full payment
in the appropriate year.

FIG. 7C

O.G. FIG.
CLASS | SUBCLASS
APPROVED BY
DRAFTSMAN
NOV 27 2002

CUSTOMER   Customer Name   0
REGION   0
SALES/PORTFOLIO
CASE   Fully Funded - Post Syndication
U.S. or Canadian Deal   US
Equity Deals Exit Multiple   0

Deal Category   ABL
KMV Rating   0
Portfolio   0

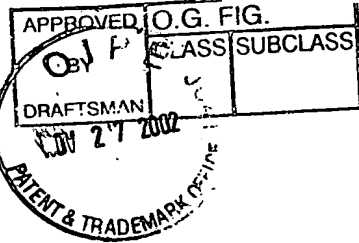|	Commitment Amount	Term (Months)	Index	Index Rate	Adder	Fixed (F)/ Variable (V)
REVOLVER (Less L/Cs)	0	0	CP	0.00%	0.00%	V
TERM A	0	0	CP	0.00%	0.00%	V
TERM B	0	0	CP	0.00%	0.00%	V
TERM C	0	0	CP	0.00%	0.00%	V
TERM D	0	0	CP	0.00%	0.00%	V
CAPEX	0	0				
360 Day Adder						
L/C FACILITY	Y					
PREFERRED STOCK	0	0		Rate: 0.00%		
WARRANTS Value:	0	0		Coupon: 0.00%		
COMMON STOCK INVEST	0	0		Multiple: 0.0		
Warrants - Only IRR:	N/A	Common Stock - Only IRR:		Multiple: 0.0	Capital Gain: 0	
				N/A		

FEES

	Revolver	Term A	Term B	Term C	Term D	CAPEX	Pref Stock	L/Cs
Commitment Fee	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Closing Fee	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Unused Line Fee	0.00%					0.00%		
Audit Fees Recovered (Y/N)	Y							
Legal Expense	0							
Annual Fees	0			Month	Month	Month		
One Time Payments	0			0	0	0		
Collection Days	0	Avg Annual Collections			0			

	YR. 1	YR. 2	YR. 3	YR. 4	YR. 5	YR. 6	YR. 7	YR. 8
SECURITIZATION CONTRIBUTED VALUE	0	0	0	0	0	0	0	0
SECURITIZATION OPERATING EXPENSES	0	0	0	0	0	0	0	0

~ 140

Fig. 8B →

Fig. 8C →

FIG. 8A

App... Casciano et al. S.N. 09/681,408 Atty. Dkt. No.: 1724... ...39
Title: M... ODS AND SYSTEMS FOR IMPLEMENTING A PRO... ...BILITY MODEL
Daniel M. Fitzgerald, Armstrong Teasdale LLP
One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

← Fig. 8A

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Fig. 8C →

AVERAGE OUTSTANDING

	YR. 1	YR. 2	YR. 3	YR. 4	YR. 5	YR. 6	YR. 7	YR. 8
REVOLVER	0	0	0	0	0	0	0	0
L/C	0	0	0	0	0	0	0	0
CAPEX								

AMORTIZATION SCHEDULE

Frequency: Monthly
(Monthly, Quarterly, Biannual, Annual)

	YR. 1	YR. 2	YR. 3	YR. 4	YR. 5	YR. 6	YR. 7	YR. 8
TERM A	0	0	0	0	0	0	0	0
TERM B	0	0	0	0	0	0	0	0
TERM C	0	0	0	0	0	0	0	0
TERM D	0	0	0	0	0	0	0	0
PREFERRED STOCK	0	0	0	0	0	0	0	0

ALTERNATE PRICING ASSUMPTIONS

0 = Standard Pricing   1 = Alternate Pricing #1   2 = Alternate Pricing #2

	YR. 1	YR. 2	YR. 3	YR. 4	YR. 5	YR. 6	YR. 7	YR. 8
TERM A	0	0	0	0	0	0	0	0
TERM B	0	0	0	0	0	0	0	0
TERM C	0	0	0	0	0	0	0	0
TERM D	0	0	0	0	0	0	0	0
PREFERRED STOCK	0	0	0	0	0	0	0	0

OUTPLACEMENT ASSUMPTIONS

	Amount Placed	Fee Rake	Rate Skim
REVOLVER (Less L/Cs)	0	00.0%	00.0%
TERM A	0	00.0%	00.0%
TERM B	0	00.0%	00.0%
TERM C	0	00.0%	00.0%
TERM D	0	00.0%	00.0%
CAPEX	0	00.0%	00.0%
L/C FACILITY		00.0%	00.0%

FIG. 8B

Applicant: Casciano et al. S.N. 09/681,408 Atty. Dkt. No. ●●3-00039
Title ●METHODS AND SYSTEMS FOR IMPLEMENTING A ●●FITABILITY
MODEL
Daniel M. Fitzgerald, Armstrong Teasdale LLP
One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070
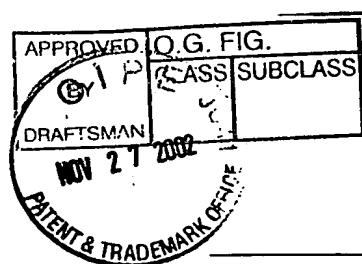
12/18

Total Commitment	0	Weighted Term (in Months)	#DIV/01
ANI	#DIV/01	Weighted Term (in Years)	#DIV/01
Total Net Income	(151,125)	Average Annual Net Income	#DIV/01
Total Contributed Value	0	Average Annual Contributed Value	#DIV/01
CV%	#DIV/01	Conbined Utilization (Revolver - L/C)	#DIV/01
ROI	#DIV/01	Utilization % (Cap Ex Line)	N/A
ROE (High L/C Usage or Sec.)	N/A		

TOTAL DEAL FEE BREAKOUT

Net Interest Income	0	Weighted Syndication Fee Rake	N/A
Collection Days	0	Unused Fees	0
L/C Fees	0	All Other Fees	0

← Fig. 8A

Alternate Pricing #1		Alternate Pricing #2	
Index	Adder	Index	Adder
CP	0.00%	CP	0.00%
CP	0.00%	CP	0.00%
CP	0.00%	CP	0.00%
CP	0.00%	CP	0.00%
CP	0.00%	CP	0.00%
CP	0.00%	CP	0.00%

Rates:

US Prime	0.00%
LIBOR	0.00%
CP	0.00%
Treasury	0.00%
Canadian Prime	0.00%
Canadian BA (From Finance)	0.00%

GE Money Cost

Revolver	0.00%		
Term A	0.00%		
Term B	0.00%		
Term C	0.00%		
Term D	0.00%	Preferred Stock	0.00%
CAPEX	0.00%	Common Stock	0.00%

← Fig. 8B

140

FIG. 8C
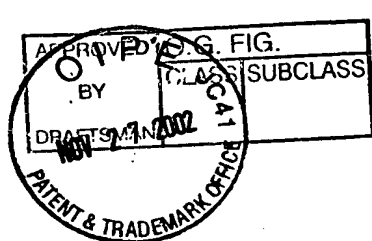
Customer Name
Expected Case - Post Syndication

160

DEAL SUMMARY	Yr.1	Yr.2	Yr.3	Yr.4	Yr.5	Yr.6	Yr.7	Yr.8	TOTAL	ANT%	ROI%
REVOLVER BALANCE	0	0	0	0	0	0	0	0	0	#DIV/01	#DIV/01
TERM A BALANCE	0	0	0	0	0	0	0	0	0	#DIV/01	#DIV/01
TERM B BALANCE	0	0	0	0	0	0	0	0	0	#DIV/01	#DIV/01
TERM C BALANCE	0	0	0	0	0	0	0	0	0	#DIV/01	#DIV/01
TERM D BALANCE	0	0	0	0	0	0	0	0	0	#DIV/01	#DIV/01
CAPEX BALANCE	0	0	0	0	0	0	0	0	0	#DIV/01	#DIV/01
PREFERRED STOCK	0	0	0	0	0	0	0	0	0	#DIV/01	#DIV/01
COMMON STOCK	0	0	0	0	0	0	0	0	0	#DIV/01	#DIV/01
TOTAL INVESTMENT	0	0	0	0	0	0	0	0	0	#DIV/01	#DIV/01
AVERAGE L/C											
INCOME											
Interest Income (Total)	0	0	0	0	0	0	0	0	0	#DIV/01	#DIV/01
Revolver	0	0	0	0	0	0	0	0	0	#DIV/01	#DIV/01
Term A	0	0	0	0	0	0	0	0	0	#DIV/01	#DIV/01
Term B	0	0	0	0	0	0	0	0	0	#DIV/01	#DIV/01
Term C	0	0	0	0	0	0	0	0	0	#DIV/01	#DIV/01
Term D	0	0	0	0	0	0	0	0	0	#DIV/01	#DIV/01
CAPEX	0	0	0	0	0	0	0	0	0	#DIV/01	#DIV/01
Outplacement	0	0	0	0	0	0	0	0	0	#DIV/01	#DIV/01
Dividends	0	0	0	0	0	0	0	0	0	#DIV/01	#DIV/01
Collection Days	0	0	0	0	0	0	0	0	0	#DIV/01	#DIV/01
L/C Fees	0	0	0	0	0	0	0	0	0	#DIV/01	#DIV/01
Commitment Fees	0	0	0	0	0	0	0	0	0	#DIV/01	#DIV/01
Closing Fee	0	0	0	0	0	0	0	0	0	#DIV/01	#DIV/01
Outplacement Fee	0	0	0	0	0	0	0	0	0	#DIV/01	#DIV/01
Unused Line Fees	0	0	0	0	0	0	0	0	0	#DIV/01	#DIV/01
Annual Fees	0	0	0	0	0	0	0	0	0	#DIV/01	#DIV/01
Additional Payments	0	0	0	0	0	0	0	0	0	#DIV/01	#DIV/01
Securitization CV	0	0	0	0	0	0	0	0	0	#DIV/01	#DIV/01
Warrant Realization	0	0	0	0	0	0	0	0	0	#DIV/01	#DIV/01
Common Stock	0	0	0	0	0	0	0	0	0	#DIV/01	#DIV/01
TOTAL INCOME	0	0	0	0	0	0	0	0	0	#DIV/01	#DIV/01

Fig. 9B →

FIG. 9A

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Fig. 9A

MONEY COST (Total)									
REVOLVER	0	0	0	0	0	0	0	0	#DIV/01
TERM A	0	0	0	0	0	0	0	0	#DIV/01
TERM B	0	0	0	0	0	0	0	0	#DIV/01
TERM C	0	0	0	0	0	0	0	0	#DIV/01
TERM D	0	0	0	0	0	0	0	0	#DIV/01
CAPEX	0	0	0	0	0	0	0	0	#DIV/01
PREFERRED STOCK	0	0	0	0	0	0	0	0	#DIV/01
COMMON STOCK	0	0	0	0	0	0	0	0	#DIV/01
CONTRIBUTED VALUE	0	0	0	0	0	0	0	0	#DIV/01
OPERATING EXPENSE									
Origination	250,000	0	0	0	0	0	0	250,000	#DIV/01
Underwriting	0	0	0	0	0	0	0	0	#DIV/01
Portfolio	0	0	0	0	0	0	0	0	#DIV/01
Overhead	0	0	0	0	0	0	0	0	#DIV/01
Corporate A&A	0	0	0	0	0	0	0	0	#DIV/01
Legal Expense	0	0	0	0	0	0	0	0	#DIV/01
Cross - Sell	0	0	0	0	0	0	0	0	#DIV/01
External Capital Markets	0	0	0	0	0	0	0	0	#DIV/01
Securitization Expense	0	0	0	0	0	0	0	0	#DIV/01
Loss Provision	0	0	0	0	0	0	0	0	#DIV/01
Audit Expenses	0	0	0	0	0	0	0	0	#DIV/01
TOTAL OPEXPENSE	250,000	0	0	0	0	0	0	250,000	#DIV/01
TOTAL EXPENSES	250,000	0	0	0	0	0	0	250,000	#DIV/01
PRE-TAX INCOME	(250,000)	0	0	0	0	0	0	(250,000)	#DIV/01
TAXES	(98,875)	0	0	0	0	0	0	(98,875)	#DIV/01
NET INCOME	(151,125)	0	0	0	0	0	0	(151,125)	#DIV/01
CASH FLOWS	(151,125)	0	0	0	0	0	0	(151,125)	#DIV/01

FIG. 9B

Account Manager Name:

Account Name:

	Account #1	Account #2	Account #3	Account #4	Account #5	Account #6	Account #7	Account #8
Workload - Collateral Monitoring								
Frequency of Reporting	▶	▶	▶	▶	▶	▶	▶	▶
Frequency of Borrowing	▶	▶	▶	▶	▶	▶	▶	▶
Number of Agings	▶	▶	▶	▶	▶	▶	▶	▶
Co-Borrower Structure	▶	▶	▶	▶	▶	▶	▶	▶
# of Inventory Locations	▶	▶	▶	▶	▶	▶	▶	▶
Workload - Customer Requests								
ABL Experience (within Last 12 mos.)	▶	▶	▶	▶	▶	▶	▶	▶
Monthly Time Required For Account Strategy	▶	▶	▶	▶	▶	▶	▶	▶
Number of WAM's/Other Requests (Incl. Line Inc.) Per Quarter	▶	▶	▶	▶	▶	▶	▶	▶
Risk								
Excess Availability	▶	▶	▶	▶	▶	▶	▶	▶
Fixed Change Coverage (LTM)	▶	▶	▶	▶	▶	▶	▶	▶
Quality Of Books & Records	▶	▶	▶	▶	▶	▶	▶	▶
Assessment Of Management	▶	▶	▶	▶	▶	▶	▶	▶
Ease of Liquidation	▶	▶	▶	▶	▶	▶	▶	▶
Structure (Within/Outside of Policy 5.0; Conservative w/ Boot Collateral)								

Total Workload Time Allocation - All Accounts

Collateral Monitoring (% of time per quarter)	
Customer Requests (% of time per quarter)	
Other	100%
Total Time	100%
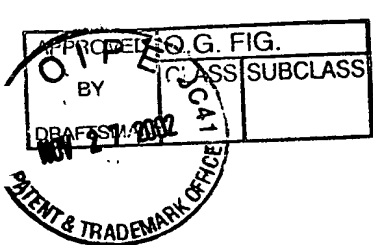
200

Fig. 10

Region	Acct. Mgr.	Deal	Coll. Monitoring	Client Reqs.	Workload	Risk	Work/ Risk
E	Smith	Steel Co.	2.45	0.80	1.90	2.50	Mod/High
MW	Jones	Paper Co.	2.55	1.30	2.13	2.03	High/High
S	White	Drug Co.	2.00	0.50	1.50	0.60	Mod/Low
W	Black	Lumber Co.	2.00	1.00	1.67	1.80	Mod/Mod

220

FIG. 11
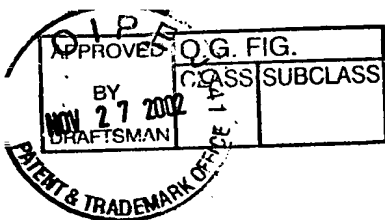
Applicant: Casciano et al. S.N. 09/681,408 Atty. Dkt. No.: 17243-00039
Title: METHODS AND SYSTEMS FOR IMPLEMENTING A PROFITABILITY
MODEL
Daniel M. Fitzgerald, Armstrong Teasdale LLP
One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

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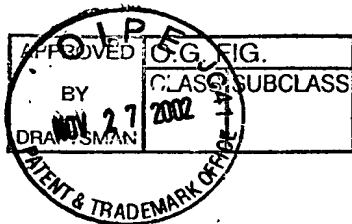
Strategic Relationship Review

Fig. 12B ⟶

Customer Name: _____

Maturity Date: _____

Goals	Specific Objectives
Customer Visitation Determine Visitation Schedule & Objectives	· · ·
Senior Management Contact Determine senior management calling strategy & objectives.	· · ·
Value Added Services Plans for cross selling other GE / GE Capital products & services.	· · ·
Opportunities For Performance **Based Pricing** Determine whether a performance based pricing strategy is appropriate.	· · ·
Flexibility In Structure / **Reporting** Determine whether increased flexibility is warranted due to improved financial & collateral performance.	· · ·
**Incremental CV$** Identify opportunities to generate incremental CV$ through WAM fees, contract extensions & incremental new business.	· ·
Responsiveness Outline customer requirement & establish objectives to meet/exceed expectation.	· ·
Retention Strategy Understand customer CTQ's & develop strategy to retain customer.	· · ·

Overall Performance Rating

Did Not Meet Expectations	Met Expectations		Exceeded Expectations	
1	2	3	4	5

FIG. 12A

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◄── Fig. 12A

Account Manager: _____

Date: _____

	Achievements	Assessment*

*Performance Assessment Is The Responsibility Of The
Region Manager & Portfolio Manager With Input From The
SCO Where Appropriate.

↑
└─240

FIG. 12B